

SIDE HEADINGS OF SECTIONS

"B" AND TANDEM OPERATORS

General Features

Section 1. Establishing Connection.

1. Dial "B" position.
2. Dial tandem position.
3. Manual "B" position.
4. Manual tandem position.
5. Miscellaneous conditions.
6. Ringing the called station.

Section 2. General "B" and Tandem Operating Practices.

1. Order of appearance.
2. Order not understood.
3. Two orders received at the same time.
4. No order received when you are connected to a trunk.
5. No order tone on a connection which should have it.
6. Call for a number in an office which you do not serve. (Wrong office call)
7. Order passed incorrectly.
8. Order corrected by the customer.
9. Order received from a customer.
10. Obtaining the order when necessary.
11. Order received as a cut-off.
12. Order received as "disregard marking."
13. Use of transmitter cut-in key.
14. Connecting a trunk with the reorder signal.
15. Connecting a trunk to the proper jack for busy back, reorder signal, etc.
16. Cutting out when no connection is to be established. (Clearing the signal)
17. No disconnect signal received on a trunk which has been up about thirty minutes.
18. No order received for a long interval.
19. Trunk disconnected in error.
20. Intercepted calls.
21. Miscellaneous calls and orders.
22. Night operation.
23. Supervisor's calls.
24. Combined and grouped positions.
25. Trouble in reaching an office. (Supervisor)
26. A supervisor asks you to interrupt conversation on a line for an urgent call. (Supervisor)
27. A supervisor requests that you locate a completing trunk at the tandem board which is in trouble. (Supervisor)

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Section 3. Toll Switching Positions.

1. Number preceded by “Without.” (Manual Offices)
2. Number preceded by “Prepay.”
3. Number preceded by “L.D.” only. (Call circuit)
4. Number preceded by “Collect” or “Check.”
5. Calling operator says, “Trunk 4-5, clear.”
6. Calling operator says, “Trunk 4-5, collect (return).”
7. Calling operator asks, “Trunk 4-5, what have I?” (Manual Offices)
8. Order received relative to a trunk not on your position.
9. Order received which has no application to your office. (Dial Offices)
10. Ringing. (Manual Offices)
11. Order or request received but no connection to be established. (Clearing the signal)
12. Trunk and busy signals lighted. (Dial Offices—Key listening position)
13. Disconnecting.
14. Trunk disconnected in error.
15. Special toll switching trunks for rural lines. (Manual Offices)

Distinctive Operations for Different “B,” Call Indicator, and Tandem Positions

Section 11. Call Distributing Positions.

1. Link lamp lights and order received.
2. Link lamp flashes and does not light steadily.
3. Delay in establishing connection—“B” position.
4. Delay in establishing connection—Tandem position.
5. Wrong number set up.
6. One or more keys found operated on an unoccupied position. (Supervisor)
7. Sender signal or link lamp found lighted on an unoccupied position. (Supervisor)

Section 12. Key Listening Positions—Dial Offices.

1. Trunk signal lights on an idle trunk.
2. Order received.
3. Order forgotten and you are not in on the trunk.
4. Trunk signal flashes and busy signal lights after a number has been set up. (Trunks busy)
5. Wrong number set up.
6. Keys do not stay down. (No link available)
7. One key does not release when others do.
8. Keys do not release.
9. Keys released and busy signal flashing.
10. Busy signal goes out after a number has been set up.
11. Trunk and busy signals both lighted.

Section 13. Position Distributing Positions.

1. Busy signal lights and order received.
2. Keys do not release after number has been set up.

May 1, 1940.

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3. Wrong number set up.
4. Busy signal does not go out when number has been set up and you are unable to secure an order.

Section 14. Automatic Listening Positions.

1. Trunk signal flashes on an idle trunk and order received.
2. Order received, no flashing trunk signal.
3. Lighted trunk signal on an idle trunk, no flashing trunk signal.
4. Lighted trunk signal on an idle trunk does not change to flashing signal.
5. Pilot signal lighted, does not change to flash and no order received. (Call indicator temporarily straightforward)
6. Release key operated, trunk signal continues to flash. (Call indicator temporarily straightforward)
7. Abandoned call tone heard when you are connected to a trunk. (Machine ringing No. 11 board)
8. Incomplete or excessive order received. (Call announcer)
9. Order forgotten and you are not in on the trunk.
10. Signal received on an established connection.
11. Teamwork. (Call indicator temporarily straightforward)
12. Emergency operation. (Supervisor)
13. Routine test of listening jacks. (Supervisor)

Section 15. Automatic Display Call Indicator Positions.

1. Trunk signal flashes on an idle trunk and number properly displayed.
2. Order displayed, no flashing trunk signal.
3. No display or incomplete display, trunk signal flashing.
4. Release key operated, display does not disappear.
5. Pilot signal lighted, does not change to flash, no display.
6. Excessive display.
7. Four zeros displayed.
8. Order forgotten and you are not in on the trunk.
9. Signal received on an established connection.
10. Teamwork.
11. Emergency operation. (Supervisor)
12. Use of make busy keys. (Supervisor)
13. Caution against flashing back. (Supervisor)

Section 16. Key Listening Positions—Manual Offices.

1. Trunk signal flashes or lights on an idle trunk.
2. Order received.
3. Incomplete or excessive order received. (Call announcer)
4. Order forgotten and you are not in on the trunk.
5. Signal received on an established connection.
6. Teamwork.

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Section 17. Key Display Call Indicator Positions.

1. Trunk signal lights on an idle trunk.
2. Order properly displayed and trunk signal flashing.
3. Trunk signal does not flash after display key has been operated.
4. No display or incomplete display, trunk signal flashes after display key has been operated.
5. Display does not disappear when it should.
6. Excessive display.
7. Four zeros displayed.
8. Order forgotten and you are not in on the trunk.
9. Signal received on an established connection.
10. Trunk signal alone lights on a trunk when you disconnect it. (Panel or crossbar equipment)
11. Disconnect signal lights on a trunk which is not up. (Step-by-step equipment)
12. Display key operated in error.
13. Teamwork.
14. Emergency operation. (Panel or crossbar equipment) (Supervisor)
15. Use of make busy keys. (Supervisor)
16. Recorder signals. (Step-by-step equipment) (Supervisor)
17. Relay interrupter circuit signal not flashing. (Step-by-step equipment) (Supervisor)
18. Caution against flashing back. (Supervisor)

Section 18. Jack Listening Positions.

1. Trunk signal flashes or lights on an idle trunk.
2. Order received.
3. Order forgotten and you are not in on the trunk.
4. Signal received on an established connection.
5. Teamwork.

Section 19. Call Circuit Positions.

1. Receiving the order and assigning a trunk.
2. Order received without the calling office name.
3. Two orders received at the same time.
4. Busy call circuit.
5. Trunks from the calling office busy.
6. Trunks out of order.
7. Order forgotten after assigning a trunk.
8. Trunk assigned not taken.
9. Trunk signal lights on an unassigned trunk.
10. Trunk signal flashes on an unassigned trunk.
11. Signal received on an established connection.
12. Establishing an emergency call circuit. (Supervisor)

Section 41. Plugging-Up Cords, Extension Voltmeter Cord, and Test Trunks.

1. Selecting plugging-up cords.
2. Trouble operator says “Plugging-up cord on 1234” or “Prepay, plugging-up cord on 1234.”

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Section 41.—Continued

3. Trouble operator says, “Plugging-up cord 1-2, clear.”
4. Trouble operator asks, “Plugging-up cord 1-2, what have I?”
5. Trouble operator or verifying operator says, “Voltmeter cord on 5678.”
6. Verifying operator says, “Change voltmeter cord on 5679.”
7. Disconnecting the extension voltmeter cord.
8. Test deskman requests a test trunk connected with a subscriber line, saying for example, “1-2 on 1234.”
9. “A” operator says, “Repairman’s (Installer’s) test, 1234.”
10. Disconnecting test trunks.